

VOLUNTEER CODE OF CONDUCT

By signing this agreement, I _____, agree to the following Sonnenberg Gardens & Mansion –State Historic Park Volunteer Code of Conduct:

- I understand that the goal of the volunteer program at SGM is to preserve, interpret and promote the life, times, and legacy of Canandaigua’s Thompson family estate; that my actions and attitude should always further this mission.
- I agree to conduct myself in an appropriate and professional manner while volunteering for SGM, following and supporting SGM programs, policies and practices. In my capacity as a volunteer, I agree to consistently conduct myself in an honest, supportive, respectful and professional way in all interaction with SGM employees, patrons, other volunteers, and members of the public. We have a zero tolerance for communication and behaviors that are dishonest, or disrespectful to others.
- I understand that all official documents that pertain to Sonnenberg Gardens & Mansion – State Historic Park are property of the non-profit organization, falsification, removal or divulging the contents of any documents is prohibited.
- I understand that by removal of property or failure to report damages to property belonging to the State Historic Park or Sonnenberg Gardens & Mansion I may be prosecuted. Sonnenberg Gardens & Mansion – State Historic Park follows all regulations of NYS Public Employee Safety and Health [P.E.S.H.] Bureau, as directed by NYSOPRHP, and the Sonnenberg safety program must be followed.
- I understand that SGM welcomes & relies upon volunteer support. If I am ever in disagreement with a policy or practice of SGM, I agree to use the appropriate, established communication channels to share my concerns or feedback.
The Channels are, in order:
 1. Communication first with the Volunteer Coordinator.
 2. If I feel my concern was not addressed at this level, I will then communicate it directly to the Executive Director.

In the event an issue cannot be resolved by a Staff Manager and the Executive Director the following procedure could take place if warranted:

The Personnel Representative from the Board of Trustees will mediate to resolve outstanding issues. After the Board of Trustee Personnel Representative has investigated the matter, a meeting with the individual or individuals will be scheduled within 10 business days.

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- I understand that I am responsible for reviewing all the materials given to me at orientations and training, including the Volunteer Handbook. If I have questions or do not understand anything in the materials, I agree to ask the Volunteer Coordinator.
 - I know that as a SGM volunteer, I represent Sonnenberg Gardens & Mansion- State Historic Park, and I promise not to engage in any activities or communication that may cause harm to the reputation of SGM. I agree to be a role model for SGM.
 - I agree to accept supervision, direction and support from the SGM staff and understand that they will provide me with feedback to help me perform my volunteer duties most effectively and safely.
 - I understand that failing to observe the above agreements could result in my dismissal from the volunteer program, and that I can be removed at any time at the discretion of the Volunteer Coordinator or Executive Director.

Volunteer Signature: _____ Date: _____

Volunteer Signature: _____ Date: _____

Signature of Parent or Guardian {For Volunteers under 18}